

PREPARING FOR A NATURAL DISASTER

KEY CONTACTS

In an emergency: 000

SES: 132 500

13 HEALTH: 13 43 25 84

Energex: 13 62 62 (south east Queensland)

Ergon: 13 22 96 (all other Queensland areas)

Community Recovery Hotline: 1800 173 349

Workplace, Health and Safety Queensland:
1300 362 128

For more information:

- Tune in to local radio
- Check the QFES social media pages
- Download the self-recovery app

Visit:

- qld.gov.au/getready
- ruralfire.qld.gov.au
- qfes.qld.gov.au

STORM SEASON PREPARATION

What should I do before storm season?

- Trim trees, clear gutters and downpipes and clear the yard of rubbish.
- Work safely to secure loose roof tiles or sheets or hire a qualified contractor to help you.
- Protect sky lights with wire mesh and fit glass windows and doors with shutters or insect screens.
- Prepare an emergency kit with emergency phone numbers, portable radio, torch, spare batteries, first aid kit, strong plastic bags for clothing and valuables, as well as plastic sheets, timber strips, hammers and nails for temporary repairs.
- Check boats are securely moored or protected on land.
- Visit <https://getready.qld.gov.au/be-prepared/> for more information.

What should I do as a storm approaches?

- Listen to a local radio station.
- Shelter and secure animals and put loose garden furniture and toys inside.
- Park vehicles under solid shelter or cover with firmly tied tarpaulins/blankets.
- Secure all external doors and windows and draw curtains.
- Keep an emergency kit handy.
- Disconnect all electrical items, external television/radio aerials and computer modems.

BUSHFIRE SEASON PREPARATION

What should I do before bushfire season?

- Clear leaves, twigs, bark and other debris from the roof and gutters. Mow regularly.
- Trim low-lying branches two metres from the ground surrounding your home.
- Purchase and test the effectiveness of gutter plugs.
- Enclose open areas under decks and floors.
- Install fine steel wire mesh screens on all windows, doors, vents and weep holes.
- Point LPG cylinder relief valves away from the house.
- Conduct maintenance checks on pumps, generators and water systems.
- Seal all gaps in external roof and wall cladding.
- Display a prominent house or lot number, in case it is required in an emergency.
- Ensure there is adequate access to your property for fire trucks - 4 metres wide by 4 metres high, with a turn-around area.
- Relocate flammable items away from your home, including woodpiles, paper, boxes, crates, hanging baskets and garden furniture.
- Disconnect rainwater tanks from roof supply pipes, cover inlets and remove excess debris from around the tank.
- If you have an on-site sewerage facility, mark the location of system components with a fire-resistant marker such as a rock, and turn off pumps and the power supply.
- Check the first aid kit is fully stocked.
- Prepare a **Bushfire Survival Plan** to decide if you will leave early or stay in the event of a bushfire.

What should I do if there is a bushfire in my area?

- Monitor Fire Danger Ratings and tune in to warnings on the Rural Fire website www.ruralfire.qld.gov.au
- Be ready to enact your Bushfire Survival Plan and either leave early or be prepared appropriately if you are staying at your property.

HOME MAINTENANCE

What do I do if I have or think I have asbestos?

Asbestos containing materials are dangerous when disturbed, like they may be during a disaster.

Be aware that properties built before 1990 are likely to contain asbestos fibro sheeting. If you think there may be asbestos in your home, call your local council or Workplace Health and Safety Queensland on 1300 362 128. More detail on asbestos safety can be found at www.worksafe.qld.gov.au/injury-prevention-safety/asbestos

A neighbour's tree is overhanging my yard/fence/house and has the potential to fall or cause damage to my property. What should I do?

You must contact the owner and request they remove it. If the tree is on council property inform the council.

Keep a record of what you have done.

As a homeowner getting repair work done, does there need to be a contract in place?

Yes. A contract is a legal requirement for all work valued over \$3,300. It is also strongly recommended to enter into a contract for work valued at less than \$3,300, but this is not a legal requirement.

You should confirm that your contractor holds the appropriate licence for the work being performed. A licence check can be carried out at www.qbcc.qld.gov.au or phone QBCC on 139 333.

How do I find a licensed builder or contractor to carry out maintenance and repairs I need?

The QBCC has a unique search facility on its website (www.qbcc.qld.gov.au), the Find a Local Contractor directory.

The directory allows you to choose a category of building work and then select a kilometre radius from a postcode. This will provide you with a list of local contractors who may be able to help with repair work.

If a contractor has given you a quote, you should also ask to see their QBCC licence or obtain their QBCC licence number which you can check on the QBCC website to ensure they are licensed for the work they are quoting for.

A tradesperson must be licensed for any building work valued at over \$3300.

INSURANCE

Will my home insurance cover me for damage from natural disasters?

Each insurance policy is different depending on a variety of factors, such as the location of the insured property and the insurer issuing the policy. It is important for the claimant to read the policy and make sure it covers all of their requirements. If you are unsure, contact your insurer as they can provide answers specific to the policy and you.

FOR MORE INFORMATION

For information on licence requirements for work, complaints about building work and other building industry regulation issues, visit QBCC's website at www.qbcc.qld.gov.au or call 139 333